

From: Michiteru Kato/=HINPO/TMC0. Sent:5/30/2007 3:27 AM.  
To: [ - ] George Morino/=TMS/Toyota@TOYOTA.  
Cc: [ - ] Kirk Forsht/=TMS/Toyota@TOYOTA.  
Bcc: [ - ] .  
Subject: Re: ES350 Customer Complaints and Warranty Claims.

George,

I did not have time to review the draft of the response 16 that Chris drafted because I was tied up with several works on the crazy Automotive News article about Tundra camshaft, but I will try to make it tomorrow.

Could you please review the draft and let me know what you think?

Thanks,

Mitch

----- 転送者: Michiteru Kato/HINPO/TMC0 転送日: 2007/05/30 18:46 -----

宛先: Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA  
cc: George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA, Christopher Tinto/WDC/Toyota\_NY@Toyota\_NY, Kevin Ro/WDC/Toyota\_NY@Toyota\_NY  
件名: Re: ES350 Customer Complaints and Warranty Claims

Mitch,

Here is a draft of our assessment. First draft. Comments appreciated.

Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
Toyota Motor North America, Inc.  
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513  
email: Chris\_Santucci@tma.toyota.com

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.exe, .com, .pif, .scr, .cmd, .bat, .vbs, .lnk, .htm, .html, .shs, or .zip

Michiteru Kato/HINPO/TMC0@TMC0  
05/28/2007 07:05 AM  
To Chris Santucci/WDC/Toyota\_NY@TOYOTA\_NY  
cc George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA  
Subject ES350 Customer Complaints and Warranty Claims

Chris,

Attached is the list of the customer complaints and warranty claims that we are going to submit to NHTSA in our response to PE IR regarding ES350 all weather floor mat.

Please take a look at them and if you have any question/concern, let me know. And please see if we can make some

arguments based on the customer complaints.

Thanks,

Mitch

[attachment "Consumer Complaint.xls" deleted by Chris Santucci/WDC/Toyota\_NY] [attachment "warranty.xls" deleted by Chris Santucci/WDC/Toyota\_NY]